GITSS
Labor Categories and Qualifications

Education and Experience Requirements: Contractor personnel shall meet the minimum education and experience requirements listed in Table 3 below, under the heading "Minimum Mandatory Requirements," for each labor category level, as applicable. However, equivalencies have been established in the table as stated under the heading "Equivalent Education and Experience" to add flexibility and to assist contract holders in selecting resources to propose for GITSS requirements. Table 3 provides that proposed resources possessing the alternate combinations of education and experience cited under the "Equivalent Education and Experience" heading will be considered to have met the minimum mandatory requirements.

All experience and education must be in a technical field directly related to the labor category being proposed and all diplomas, GED certificates, and degrees must be from accredited institutions. Further, the Contracting Officer(s) for individual Task Orders may grant waivers for these requirements or allow substitution of certain technical certifications for education and/or experience if it is determined to be in the best interest of the Government. Any equivalencies or substitutions must be cited in each Task Order. Any and all levels may include supervisory duties.

Table 3

	Minimum Mandatory Requirements			**Equivalent Education and Experience**	
Level	**Education**	**AND**	**Experience**	**Acquired Degree**	**Minimum Experience**
I	High School diploma or GED certification.	And	1 year	Less than HS/GED	2
				Associate's	None
				Bachelor's	None
				Master's	None
				Doctorate	None
II	Associate's Degree or higher.	And	2 years	HS/GED	4 years
				Bachelor's	None
				Master's	None
				Doctorate	None
III	Bachelor's Degree or higher.	And	5 years	HS/GED	9 years
				Associate's	7 years
				Master's	3 years
				Doctorate	1 year
IV	Master's Degree or higher.	And	6 years	HS/GED	12 years
				Associate's	10 years
				Bachelor's	8 years
				Doctorate	4 years

ADMINISTRATIVE SERVICES

1. **Administrative Support:** Provides any necessary clerical, data automation and administrative management support for IT and telecommunication projects. Personnel shall have technical training and practical experience in office administration, secretarial support and data automation consistent with the complexity of the tasks assigned. (Level I)

2. **Documentation Specialist - Technical Writer:** Prepares, edits, maintains and updates technical documents such as reference manuals, user manuals, specifications, as well as training materials throughout the lifecycle of the system or the project. Responsibilities also include, but are not limited to, maintaining technical documentation, assuring the accuracy of technical documents, maintaining technical libraries. (Levels I, II and III)

3. **Graphics Specialist:** Provides graphic design support for IT and telecommunication projects. Responsibilities include, but are not limited to, graphics design/use as well as operations setup of computer graphic systems such as desktop publishing, CAD, GIS, HTML and multimedia. (Levels I, II, and III)

4. **Electronic Input Operator:** Operates data entry devices for recording and ensures information is properly entered. (Levels I, II and III)

BUSINESS SERVICES

1. **Business Case Analysis Specialist:** Performs life cycle cost analysis on IT and telecommunication systems to identify cost savings/avoidance associated with older systems and enhancements to existing systems. (Levels I, II and III)

2. **Principal Business Process Reengineering Specialist:** Conducts process modernization tasks for facilitating the enhancement of IT and telecommunication projects. Responsibilities include, but are not limited to, data collection, verification and integration for the purposes of establishing policies and regulations. (Levels II, III and IV)

3. **Strategic Planner:** Responsible for strategic planning of large projects or a significant segment of a strategic planning of a large complex project. Formulates, reviews and coordinates strategic plans related to IT/telecommunication projects with respect to public policies and regulations. Ensures that continuity plans grow out of business needs, and processes for achieving outcomes are identified. Responsibilities also include, but not limited to, assisting in developing mission statements, defining subsequent goals, building operational plans, specifying measurable outcomes, prioritizing initiatives, and organizing, directing, and coordinating strategic planning activities. (Levels II, III and IV)

4. **Enterprise Resource Planning (ERP) Analyst/Modeler:** Performs business and technical analyses as well as modeling to support business/technical solutions based on enterprise applications. Works with senior leadership to provide strategic direction with regard to their data enterprise, provides input for systems development and data base, administration groups from a data point of view, performs business and technical designer functions, including making contributions to both the business and technical architecture components of the enterprise solution, supporting industry/functional area/business process specialists and experts, supporting architecture/product/technology specialists and experts, reviews/assesses enterprise solution products for accuracy and consistency. (Levels III and IV)

5. **Enterprise Resource Planning Specialist:** Provides support and analysis for the delivery of technical and business solutions in the IT/telecommunication fields that optimize an organization's resources with mission requirements and future technology developments. Produces business solution models, technical work products, unit-tested code, instructional courseware, data structures, user interfaces, documentation and enhanced logical process that will effectively utilize enterprises solutions. Plans and generates databases and/or data models that are the results of business system and data requirements planning. Provides the future business strategies as seen from a data point of view for the systems development and data base administration groups. Analyzes the enterprise information system baseline and perform a "gap analysis" between the baseline, the user operational requirements and the operating capability of enterprise application product sets. (Level IV)

CLIENT RELATIONSHIP MANAGEMENT

1. **Information Services Specialist:** Provides specialized support for complex, high-level state-of-the-art software and hardware issues. (Level IV)

2. **Project Manager:** Responsible for the overall success of a wide range of projects of varying levels of complexity that utilize information technology. Directs, controls, administers, and regulates a project to build a software or hardware/software system. Serves as a single point of contact and interfaces with all areas affected by the project including end users, computer services, and client services. Duties include, but are not limited to; refining requirements, coordinating projects, developing plans and schedules, managing resources, obtaining business approvals, estimating costs, creating and tracking project budgets, providing technical direction for a

complete systems development effort (through each phase of the Software Project Life Cycle), developing software specifications and risk management plans, tracking identified risks, providing technical and analytical guidance to project team. (Levels I, II, III and IV)

3. **Task Order Manager:** Has overall responsibility for the management and execution of a Task Order, including tasking, scheduling, staffing, cost, quality, troubleshooting performance, risk mitigation and interfacing with the customer in order to ensure Task Order objectives are met. (Levels I, II, III and IV)

DATA/CONFIGURATION MANAGEMENT

Data Configuration Management Specialist: Designs, develops, documents, manages and audits configuration management plans. Describes provisions for configuration identification, change control, configuration status accounting, and configuration audits. Manages and performs configuration planning. Identifies and maintains the original configuration of requirements documentation, design documentation, software, and related documentation. Manages and performs configuration change control. Regulates the change process so that only approved and validated changes are incorporated into product documents and related software. Manages and performs configuration status accounting. Tracks all problems and changes in product documents and software and reports changes and current configuration. Manages and performs configuration audits. Supports audits to verify that the as-built software has met requirements of all baselines. Supports the Software Quality Assurance process audits and Independent Verification and Validation process audits. (Levels I, II and III)

EDUCATION AND TRAINING

1. **Curriculum Developer:** Designs, develops, presents and updates training packages that may include classroom courses, Computer Based Training (CBT), web-based instruction, workshops, exercises and seminars. Prepares detailed specifications for training programs. (Levels II and III)

2. **Training Facilitator:** Prepares for and conducts training as well as provides feedback to Curriculum Developers on needed adjustments to training packages. Provides support including but not limited to train the trainer, conducts formal classroom training courses, course facilitation, on-line facilitation, CBT's, web-based instruction, workshops, exercises, and seminars. (Levels I, II and III)

INFORMATION ASSURANCE

1. **Disaster Recovery Specialist:** Develops, tests, implements and updates policies and procedures to protect data/information in the event of disaster or emergency. Coordinates the use of offsite storage locations and resources needed for recovery operations. Provides data storage/security education and awareness programs. (Levels II and III)

2. **Information Assurance Development Engineer:** Establishes and satisfies system-wide information security requirements based upon the analysis of user, policy, regulatory, and resource demands. Coordinates with senior-level customers to address program goals, milestones, resources and risks. Applies expertise to government and commercial common user systems, as well as to dedicated special purpose systems requiring specialized security features and procedures such as classified intelligence and command and control-related networks. (Levels II and III)

3. **Information Assurance Network Specialist:** Provides security analysis/implementation, systems engineering, electrical design, design assurance, testing, software engineering, program design, configuration management, integration and testing to support information assurance requirements. Reviews and recommends information assurance solutions to customer problems. Conducts systems security analysis and implementation, system engineering, electrical design, design assurance, testing, software engineering, program design, configuration management, integration and testing of information assurance products and techniques. Analyzes and defines security requirements for local and wide area networks. Designs, develops, engineers, and implements solutions that meet network security requirements. Responsible for integration and implementation of the network security solution. Performs vulnerability/risk analyses of computer systems and applications during all phases of the system development life cycle. Configures test beds and conducts testing, records and analyzes results, and provides

recommendations for improvements for the products/systems under test. Analyzes and defines security requirement for computer systems which may include mainframes, workstations, and personal computers. Designs, develops, engineers, and implements solutions that meet security requirements. (Levels I, II and III)

4. **Information Security Business Analyst:** Provides high-level functional systems analysis and support for complex business requirements. (Levels II and III)

5. **Operations Systems Security Specialist:** Provides information assurance support for operating systems, Internet and Intranet, physical security, networks, risk assessment, critical infrastructure continuity and contingency planning, emergency preparedness, security awareness and training. Support includes analysis of existing system's vulnerability to possible intrusions, resource manipulation, resource denial and destruction of resources as well as analysis to document organizational information protection framework, and policy or procedures preparation/implementation. (Levels I, II and III)

6. **Threat Specialist:** Develops and implements comprehensive solutions to internal and external IT and telecommunication threats, both foreign and domestic. Manages and performs threat identification and assessment, threat reduction measures, crisis management, consequence management, and training and performance support. Manages threat, vulnerability, and capability assessments including anti-terrorism scenario modeling and simulations. Identifies and implements threat reduction measures including plans, policies, and procedures; risk management planning; physical and cyber security; mechanical, structural, and architectural reviews, and business continuity planning. Directs crisis response including first response; active defense; civil support; explosive, chemical, biological, radiological, and nuclear incident response; medical response; information continuity; and continuity of operations. Manages consequence activities including disaster recovery, restoration of operations, economic impact, logistics management, information recovery, medical support and decontamination. Implements training and performance support with emphasis on monitoring and measuring performance, implementing lessons learned, enforcing standards, providing training and test scenarios, and call/contact center operations. (Levels I, II and III)

7. **Business Continuity Planner:** Performs business and continuity planning, managing and testing. Prepares detailed analyses of business processes. Performs statistical and financial analyses. Develops scenarios and scripts for validating business continuity plans. Performs business continuity plan testing support. (Levels II and III)

OPERATIONS/NETWORK SUPPORT

1. **Client/Server Network Architect:** Develops top-level strategies of client/server system and the design infrastructure necessary to implement those strategies. Develops strategy of client/server system and the design infrastructure necessary to support that strategy. Advises on selection of technological purchases with regards to processing, data storage, and data access and applications development. Sets standards for the client/server relational database structure for the organization. Provides recommendations of the feasibility of potential future projects to the customer. (Levels II and III)

2. **Communication Facilities Engineer:** Provides engineering expertise to support communications systems infrastructure requirements for buildings and systems. Ensures that adequate and appropriate planning is provided to direct building architects and planners in building communications spaces and media pathways to meet industry standards. (Levels II and III)

3. **Communications Transmission Engineer:** Provides engineering expertise to support communications requirements for planning, designing, installing and maintaining large communication networks. Develops, operates, and maintains voice, video, and data communications systems. Applies communications engineering principles and theory to propose design and configuration alternatives. Responsible for complex engineering or analytical tasks and activities associated with one or more technical areas within the communications function. Analyzes network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols. Conducts feasibility studies concerning communications and communications networks. Participates in preparing specifications for acquiring commercially available data communications networks. (Levels II and III)

4. **Computer Operator**: Monitors and controls one or more mini or mainframe computers by operating the central console or on-line terminals. Studies program operating instruction sheets to determine equipment setup and run operations. Continuously observes the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure. Manipulates controls in accordance with standard procedures to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Confers with software systems engineering or applications programming personnel in the event errors require a change of instructions or sequence of operations. Maintains operating records such as machine performance and production reports. (Levels I, II and III)

5. **Network Planning Analyst:** Plans and evaluates existing network capabilities for the purposes of recommending resources required to maintain or expand service levels. Develops technical standards and interface applications; identifies and evaluates new products; provides resolution for network problems. Provides recommendations to customers on the purchase of equipment and software. (Levels I, II and III)

6. **Network Systems Administrator:** Provides system administration support of network, web and/or communication systems including Local Area Network (LAN) and Wide Area Network (WAN) systems. This includes administration of user accounts, passwords, email, chat, and FTP. Maintains servers, creates monitoring reports and logs, and ensures functionality of links. Monitors web site for acceptable performance and user accessibility. Establishes back-ups and monitors site security. Coordinates network administration and performance requirements with others in the information systems function. Identifies, analyzes and documents long-range requirements and schedules resources related to the enterprise network. Responsible for configuration management and documentation of network and system topologies and/or web site. Prepares technical implementation plans that provide integrated solutions including actions, milestones, timelines and critical paths required for complete solutions. Prepares activity and progress reports regarding the network performance. (Levels I, II and III)

7. **Network/Hardware Support Technician:** Monitors and responds to complex hardware, software and network problems utilizing a variety of hardware and software testing tools and techniques. Provides primary interface with vendor support service groups or provides internal analysis and support to ensure appropriate notification during outages or period of degraded system performance. Provides LAN server support. (Levels I, II and III)

8. **Telecommunications/Communications Integration Engineer:** Provides technical support to design, integrate, install and maintain large-scale telecommunications/communication networks and services to include such forms of technology as satellite, microwave, broadband, fiber optic, voice, video, and digital systems. Responsible for the planning, modeling, simulation, design, management, and coordination of the network that integrates communications with computer systems to provide a complete systems solution. Evaluates existing communications systems to identify deficiencies and network performance issues. Analyzes network performance, usage and traffic flows, accesses and interfaces, transmission techniques, and protocols to interface with computer systems. Prepares studies and give presentations concerning data communications concepts integrated with computer systems and applications for total systems solutions. (Levels I, II and III)

9. **Cable Installer:** Supports the implementation of communications media to include installation, testing, troubleshooting and repair of equipment. Media may include cables such as telephone, coaxial and fiber optic, wireless, RF, light and new and emerging technologies. Locates and diagnoses signal transmission defects and prepares required written documentation. (Levels I, II and III)

10. **Information Center/Help Desk Support:** Provides phone and in-person support to users in problem solving activities using information center tools. Includes, but is not limited to, support in the areas of e-mail, directories, standard Windows desktop applications, and applications developed under this task or predecessors. Also serves as the initial focal point for troubleshooting more complex problems. (Levels I, II and III)

QUALITY ASSURANCE

Quality Assurance Specialist: Responsible for development of project Software and/or Systems Quality Assurance Plan and the implementation of procedures that conforms to the requirements of the contract. Responsible for verifying that each functional component of the project follows a defined process, which is in conformance with

contractual requirements. Reports findings to project staff, line management of the organization, and the customer, as appropriate. Provides an independent assessment of how the project's development process is being implemented relative to the defined process and recommends methods to optimize the organization's process. (Levels I, II and III)

SCIENTIFIC/BUSINESS/ENGINEER

1. **Scientist/Engineer:** Provides high-level mathematical, engineering or scientific support to solve complex technical problems. Responsible for all phases of complex scientific and engineering projects such as research, design, development, testing, modeling, simulating, training, and documentation. (Levels III and IV)

2. **Subject Matter Expert:** Provides advanced specialized scientific and engineering and other necessary related functional support required to complete IT/telecommunication tasks. Specifically, provides high-level advice, planning, troubleshooting, integration, research, design, development, testing, modeling, simulation and training on the most complex work requirements. Participates as needed in all phases of software development with emphasis on the planning, analysis, testing, integration, documentation, training and presentation phases. Applies principles, methods, and knowledge of specific functional areas of expertise to specific task order requirements. (Levels III and IV)

3. **Logistics Specialist:** Prepares logistics documents and implements logistics plans in support of the fielding of new complex information systems or major modifications. Logistics documents may include logistics operational management/user documents, integrated logistics support plans, user logistics support summaries, post-production support plans, and logistics implementation plans. (Levels I, II and III)

4. **Modeling/Simulation Specialist:** Provides modeling and simulation; prototyping (hardware and software); benchmarking; reliability, maintainability, availability, and other relevant analyses; which may involve testing, data collection and manipulation, and documentation development; fundamental algorithm development; integration and interface requirements definitions and analyses; and system component definition and analysis. May support live, constructive, or virtual training. (Levels I, II and III)

TECHNICAL

1. **Storage Manager:** Plans, installs, and maintains various data storage systems. Provides recommendations for system enhancements, performance improvements, and process improvements, and performs evaluations on hardware, software, scheduling, and procedures. Provides information management support related to data storage systems. Configures, implements and documents new OEM software and appropriate equipment. (Levels I, II and III)

2. **Systems Programmer/Administrator:** Provides systems programmer services for maintaining the various operating systems, COTS software, and OEM systems software that run on any server/network. Responsibilities include, but are not limited to: Installs/implements new releases and manufacturer-provided maintenance. Installs/implements new releases, to include maintenance of monitoring software and management tools. Researches, analyzes, and resolves problems related to the specified environment. Researches, analyzes, provides recommendations for, and performs systems enhancements, systems tuning, performance improvements, and process improvements, and performs evaluations on hardware, software, operations, and scheduling that impact system operation and performance. Monitors and analyzes software on the server/network to identify potential problem areas before problems surface. Reviews applications running with software on the server/network to better understand the processing that takes place. Documents problems that occur on the server/network and the resulting solutions. Configures, implements, and documents new software and hardware being installed on the server/network. Provides information to management, as requested and/or on a regular basis, related to processing on the server/network. Reviews, monitors, sets-up or performs restart and recovery procedures, to include data, transaction, and system recoveries. Writes, executes, and analyzes benchmark programs to test proposed new hardware or software features. Responds to callback and serves as the initial point of contact for production failures, and ensures and coordinates the resolution and correction of production failures. Quantifies processing capacity/performance for both present and proposed utilization. Establishes and/or maintains regions (e.g., logical partitions, domains) within the server/network and fail over capabilities (e.g., Parallel Sysplex, clusters) across

server/networks, when applicable. Develops capacity projections for processing capability, data transmission, and data storage to ensure future customers needs are met in a timely manner. (Levels I, II, III and IV)

3. **Technical Advisor:** Plans technical architecture for the business environment. Maps business requirements to products. Develops architecture strategy to support business goals. Designs technology architecture. Provides product overview and component strategy. Designs the planning process and approach. Provides networking and communication services. Provides network design features and goals. Validates architecture for validity and performance. Develops, implements, and validates security requirements. Conducts pilot testing and develops written documentation to support the system. Performs data analyses and planning. Performs capacity planning. Performs job function analyses. Plans and designs Internet and Intranet web sites. Conducts TCO analysis, Requirements Analysis (RA), and Business Case Analysis (BCA). Prepares business case plans or other required documentation to support the findings and recommendations. Conducts business process re-engineering analysis, workflow analysis, quality assurance reviews, and other technical and business related studies. Prepares required plans and other required documentation to support the findings and recommendations. (Level III)

4. **Applications Programmer:** Provides program and system development and code integration services by choosing and applying existing programming techniques. Provides installation configuration support and quality assurance services. Creates, modifies, and maintains computer software programs. Provides plans and planning expertise, reporting and technical guidance for programming projects, when required. (Levels I, II, III and IV)

5. **Applications Systems Analyst:** Develops and modifies complex systems and develops subsystems to enhance the overall operational system. Develops complete specifications to enable computer programmers to prepare required programs. Gathers information, analyzes data, prepares project synopses, compares alternatives, prepares specifications for programs, resolves processing problems, coordinates work with programmers and orients users to new system. (Levels I, II, III and IV)

6. **Data Architect:** Works in a data warehouse environment, which includes data design, database architecture, and metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. Responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates reusability of current data for additional analyses. Conducts data cleaning to rid the system of old, unused, or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access. (Levels I, II and III)

7. **Data Warehouse Analyst:** Works in a data warehouse environment that includes data design, database architecture, metadata and repository creation. Reviews data loaded into the data warehouse for accuracy. Responsible for the development, maintenance and support of an enterprise data warehouse system and corresponding data marts. Troubleshoots and tunes existing data warehouse applications. Conducts research into new data warehouse applications and determines viability for adoption. Assists in establishing development standards. Evaluates existing subject areas stored in the data warehouse. Incorporated existing subject areas into an enterprise model. Creates new or enhanced components of the data warehouse. (Levels I, II, III, IV)

8. **Database Manager/Administrator:** Designs, develops, re-designs, and administers computerized databases. Installs and tailors database management software. Creates and configures databases, table spaces, and all other relevant database objects. Performs monitoring and tuning for DBMS's and database entities. Responsible for backup/recovery, storage management, and database disaster recovery. Responsible for implementing changes to metadata. Projects long-range requirements for database administration and design in conjunction with other managers in the information systems function. (Levels II, III and IV)

9. **Electronic Data Interchange Specialist:** Provides support for EDI database analysis, design, and operations. Establishes and maintains communications within organization and with partners. Conducts and manages product evaluations. Provides product installation, configuration, and training. Performs systems maintenance to update records, specifications, and operating procedures of partner systems. Maintains EDI account transaction activities. (Levels II and III)

10. **PC Maintenance Technician:** Performs general maintenance tasks, troubleshoots and repairs computer systems and peripheral equipment located throughout the organization. Maintains an adequate spare parts inventory of systems, subsystems, and component parts used in repair work. (Levels I, II and III)

11. **PC Systems Specialist:** Performs analytical, technical and administrative work in the planning, design and installation of new and existing personal computer systems. Installs new hardware and maintains existing hardware. Maintains or utilizes telecommunications protocols. Provides informal training to end users in use of equipment and software (Levels II and III)

12. **Software Systems Engineer:** Formulates and defines specifications for operating system applications or modifies and maintains existing applications using engineering releases and utilities from the manufacturer. Responsible for program design, modeling, simulation, coding, testing, debugging and documentation. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications/communications networks, computer accounting and advanced mathematical/scientific software packages. Instructs, directs, and checks the work of other task personnel. Responsible for quality assurance review and the evaluation of existing and new software products. (Levels I, II, III and IV)

13. **Database Analyst/Programmer:** Designs, implements and maintains complex database applications with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, and statistical methods. Includes maintenance of database dictionaries, overall monitoring of standards and procedures, and integration of systems through database design. (Levels I, II, III, IV)

TEST/HARDWARE ENGINEERING

1. **Test Engineer:** Provides testing expertise in the support of user requirements of complex to highly complex software/hardware applications. Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. Responsible for ensuring that the test design and documentation support all applicable client, agency or industry standards time lines and budgets. Responsible for ensuring that testing conclusions and recommendations are fully supported by test results, and project managers are fully informed of testing status and application deviations from documented user requirements. (Levels I, II and III)

2. **Hardware Engineer:** Provides functional and empirical analysis related to the design, development, and implementation of hardware for products including, but not limited to, the circuit design of components, development of structure specifications of a personal computer, and the design of a computer display unit. Participates in the development of test strategies, devices, and systems. (Levels I, II and III)

WEB DEVELOPMENT

1. **Web Content Analyst:** Develops website content that will motivate and entertain users so that they regularly access the website and utilize it as a major source for information and decision-making. (Levels I, II and III)

2. **Web Designer:** Designs, develops, troubleshoots, debugs, and implements software code (such as HTML, CGI, and JavaScript) for components of the website. Manages and performs interface implementation. (Levels I, II and III)